

Children with Special Health Care Needs

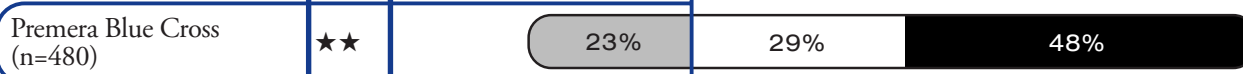
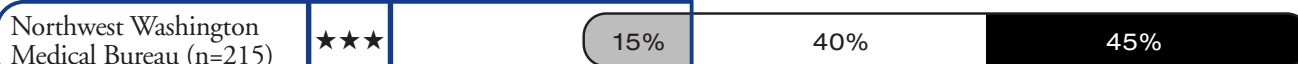
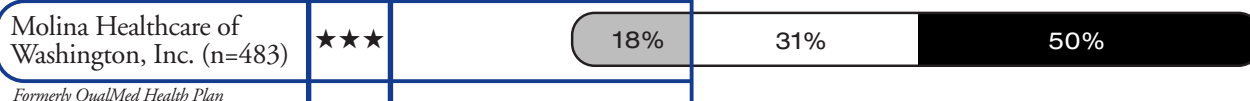
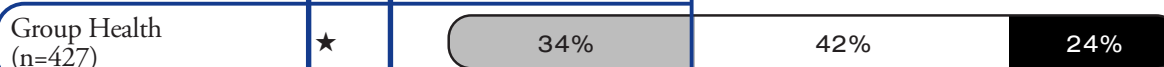
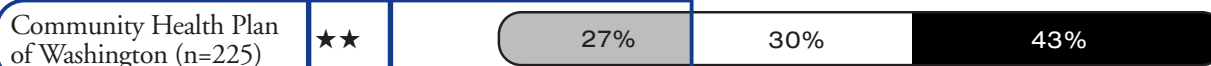
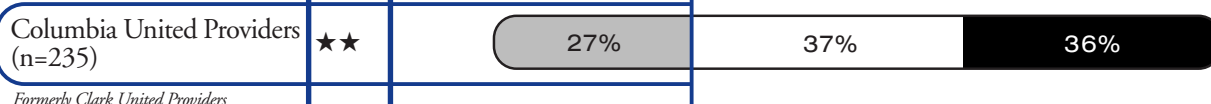
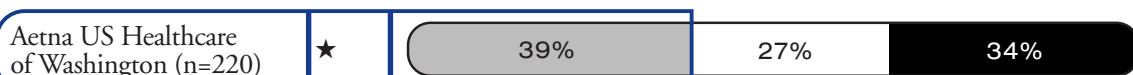
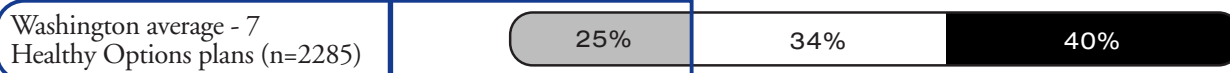
Core CAHPS Questions

Question 12

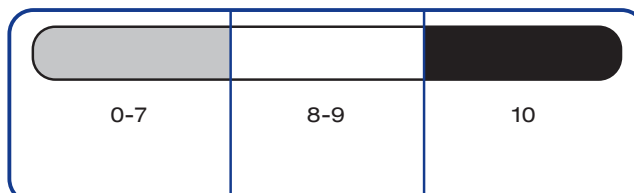
HEALTHY
OPTIONS

Rating Personal Doctors

Q12. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

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Core CAHPS Questions

Question 16

Rating Specialists

Q16. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"

Washington average - 7
Healthy Options plans (n=1069)

24%

35%

41%

Aetna US Healthcare
of Washington (n=101)

★★

38%

28%

35%

Columbia United Providers
(n=96)

★★

20%

41%

39%

Formerly Clark United Providers

Community Health Plan
of Washington (n=113)

★★

14%

41%

45%

Group Health
(n=197)

★★

29%

30%

41%

Molina Healthcare of
Washington, Inc. (n=235)

★★

21%

26%

53%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=104)

★★

21%

40%

39%

Premiera Blue Cross
(n=223)

★★

25%

40%

35%

★★★

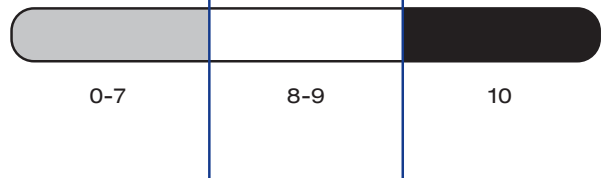
Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.



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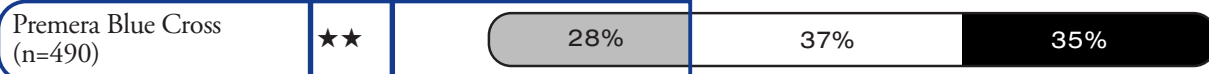
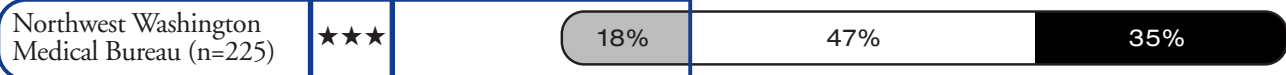
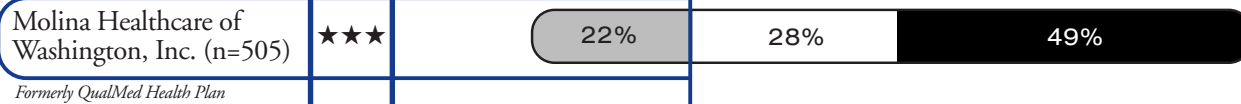
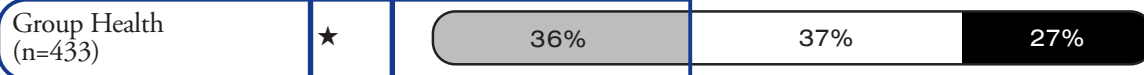
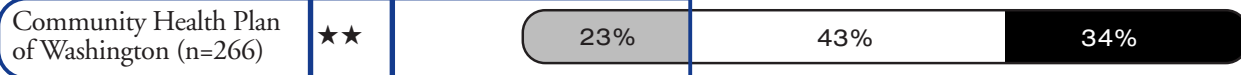
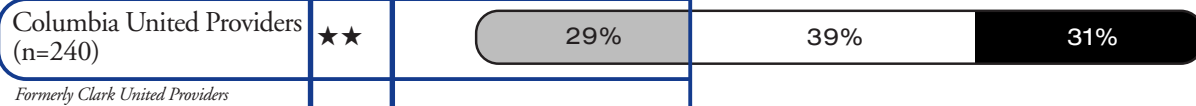
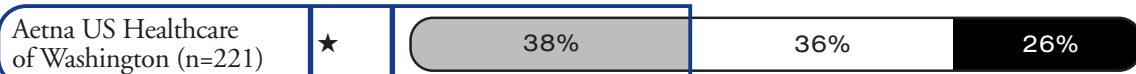
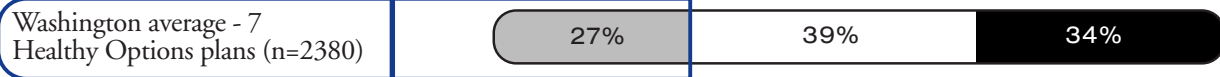
Core CAHPS Questions

Question 50

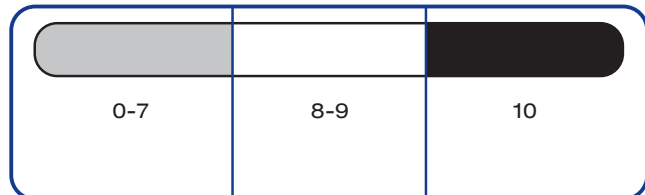
HEALTHY
OPTIONS

Rating Health Care

Q50. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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Core CAHPS Questions

Question 75

Rating Health Plan

Q75. "Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?"

Washington average - 7
Healthy Options plans (n=2688)

38%

35%

27%

Aetna US Healthcare
of Washington (n=256)

★

55%

24%

21%

Columbia United Providers
(n=278)

★★

39%

40%

22%

Formerly Clark United Providers

Community Health Plan
of Washington (n=319)

★★

37%

26%

38%

Group Health
(n=492)

★★

41%

36%

23%

Molina Healthcare of
Washington, Inc. (n=539)

★★

35%

35%

30%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=257)

★★★

29%

40%

31%

Premiera Blue Cross
(n=547)

★★

40%

36%

24%

★★★

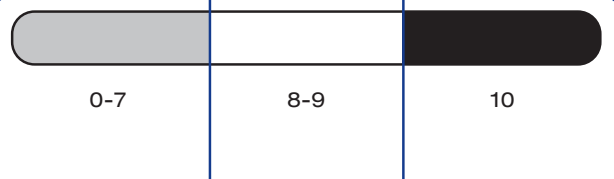
Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
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